

CLAIMS

We claim:

Sup 1
5 1. A product information apparatus for providing product
information for a predetermined product, said apparatus
comprising:

an indicator associated with said predetermined product
coupled to said product ; and

10 a web page indicated by said indicator associated with said
predetermined product for providing said product information,
wherein said indicator directs to said web page where said product
information is provided for said predetermined product.

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2. The apparatus of claim 1, wherein said indicator is
specific to each product, such that a plurality of indicators that direct
to a plurality of web pages are provided, each web page providing
specific product information relevant to a specific product.

20 3. The apparatus of claim 1, wherein said indicator is an
URL of a web page.

Sup 2
4. The apparatus of claim 1, further comprising a label
affixed to said product, wherein said indicator is disposed on said
label.

5. The apparatus of claim 1, further comprising a memory for storing said indicator, wherein said memory is provided with said product.

6. The apparatus of claim 5, further comprising means for automatically interfacing to the internet to access said web page based on said indicator.

7. A web page apparatus for providing product information for a predetermined product, said apparatus comprising:

a product information window for supplying said product information; and

a help window for providing on-line support for said product.

8. The apparatus of claim 7, wherein said help window includes a bar that indicates a name and contact information of an assistant that assists on said help window.

9. The apparatus of claim 8, further comprising a user notes window for providing a user with an area to record notes on said product.

10. The apparatus of claim 7, wherein said web page is product specific such that said web page relates to a particular product.

5 11. A method for providing product information, for providing product information for a predetermined product, said method comprising the steps of:

providing an indicator coupled to said product associated with said product information; and

connecting to a web page indicated by said indicator having said product information associated with said product information.

10 12. The method according to claim 11, further comprising the step of affixing a label to said product with said indicator disposed thereon.

15 13. The method according to claim 11, further comprising the step of providing said indicator as an URL of said web page.

14. The method according to claim 11, further comprising the step of storing said indicator in a memory provided with said product.

20 15. The method according to claim 11, further comprising the step of automatically accessing said web site in accordance with said indicator.

16. A method for providing product information, for providing product information for a predetermined product, said method comprising the steps of:

providing a web page having a product information window
for providing said product information of said product; and
providing on said web page a help window for providing on-
line support for said product.

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17. The method of claim 16, wherein said step of providing
a help window includes providing a bar that indicates a name and
contact information of an assistant that assists on said help
window.

18. The method of claim 16, further the step of providing a
user notes window for providing a user with an area to record notes
on said product.

19. The method of claim 16, further comprising the step of
providing product specific such that said web page relates to a
particular product.

20. The method of claim 16, further comprising the step of
providing an alert window for alerting updates of said product
information.